

From: George Morino/=TMS/Toyota. Sent: 9/8/2009 7:36 PM.  
To: [ - ] Takeharu Nishida/=HINPO/TMC0@TMC0@TMCE.  
Cc: [ - ] Mike Shaw/=TMS/Toyota@toyota.  
Bcc: [ - ] .  
Subject: Re: Discussions with NHTSA regarding ES350.

Hi Nishida-san:

Again, we recalled many, but not all. We stopped after a few months in 2008 due to the enormous amount of All Weather Floor Mats we collected, inspected and destroyed. We destroyed them on a storage space basis (i.e. the bins were too full).

George Morino  
National Manager  
Quality Compliance Department  
Product Quality and Service Support  
Toyota Motor Sales, U.S.A., Inc.  
Tel. 310-468-3392  
Fax 310-468-3399

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Takeharu Nishida/HINPO/TMC0@TMC0  
09/08/2009 07:29 PM  
To George Morino/TMS/Toyota@TOYOTA@TMCE  
cc Mike Shaw/TMS/Toyota@TOYOTA@TMCE  
Subject Re: Discussions with NHTSA regarding ES350

「秘」, 「転送禁止」 - [ Secret ], [ Don't forward ]

Thank you, George-san.

I'll tell Santucci-san that dealers are required to return recalled AWFM to TMS. By the way, does TMS regularly destroy the recovered AWFM? For example, every month etc,?

Best regards,  
Nishida

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《メール送信事前確認結果》-> [ ] 内に問題なし : [ o ] , 該当なし : [ - ] を入力

送信先を確認しよう

◆社外送信はすべて上司へCc送信 [ ]

タイトル/本文/添付資料を確認しましょう ( \* )

\*品保本部からのメールは、基本的に [ 秘 ] 情報です。

- ◆メール ( 返信 , 転送含む ) 冒頭に [ 秘 ] 「転送禁止」の表示 ( )
  - ◆プロジェクトコードと車名の併記禁止 ( )
  - ◆添付資料 ( 自・他部署作成 ) は機密区分表示 ( )
  - ◆返信は原則、履歴や添付資料を削除 ( )
- 

宛先: Takeharu Nishida/HINPO/TMC0@TMC0@TMCE  
cc: Mike Shaw/TMS/Toyota@toyota  
件名: Re: Discussions with NHTSA regarding ES350

Hi Nishida-san:

We recovered quite a few, but not all All Weather Floor Mats.

George Morino  
National Manager  
Quality Compliance Department  
Product Quality and Service Support  
Toyota Motor Sales, U.S.A., Inc.  
Tel. 310-468-3392  
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Takeharu Nishida/HINPO/TMC0@TMC0  
09/08/2009 06:59 PM  
To George Morino/TMS/Toyota@TOYOTA@TMCE, Mike Shaw/TMS/Toyota@TOYOTA@TMCE  
cc  
Subject Discussions with NHTSA regarding ES350

「秘」 , 「転送禁止」 - [ Secret ], [ Don't forward ]

George-san,

Please let me ask one question about the recall of the AWFM.

Dealers throw away recalled AWFM after the replacement, don't they.

Best regards,  
Nishida

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《メール送信事前確認結果》->〔 〕内に問題なし：〔○〕，該当なし：〔-〕を入力  
送信先を確認しよう

◆社外送信はすべて上司へCc送信 〔 〕

タイトル/本文/添付資料を確認しましょう（\*）

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◆メール（返信，転送含む）冒頭に〔秘〕「転送禁止」の表示 〔 〕

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----- 転送者: Takeharu Nishida/HINPO/TMC0 転送日: 2009/09/09 10:40 -----

宛先: Takeharu Nishida/HINPO/TMC0@TMC0

cc: ctinto@tma.toyota.com, Jyunji Ogata/HINPO/TMC0@TMC0, Motoo Hatano/HINPO/TMC0@TMC0

件名: Discussions with NHTSA regarding ES350

Nishida-san,

NHTSA contacted me today about the ES350. They will meet next week to decide on opening an investigation. I expect that they will open a new PE. They are concerned and are meeting with the California Highway Patrol to discuss their investigation into the recent fatal crash. They asked that we provide pre-delivery instructions about floor mat installation and any dealer communications, bulletins, etc., we have issued about the floor mat installation. They also asked if recalled all weather floor mats were destroyed after being recovered. Please advise by Thursday of this week.

Regards,

Chris Santucci - Assistant Manager  
Technical and Regulatory Affairs  
Toyota Motor North America, Inc.  
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513  
email: csantucci@tma.toyota.com

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.exe, .com, .pif, .scr, .cmd, .bat, .vbs, .lnk, .htm, .html, .shs, .mdb, or .zip

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